1.CUSTOMERSEGMENT

Customerscriteria :

1.Workingsegment
-Salaryslip

2.Students:
-Educationdetails

6.CUSTOMERCONSTRAINTS

Customersmustfeelsafety

VIRTUAL-
Createavirtualassistant,layeraboveof

Toensuresecurity.
CACHE-
miniServerateachusersdevice to
have maximum fault

MULTI Signatured
viaprivatewallettofus

5. AVAILABLE SOLUTIONS

In order to contribute
toadvancesinthefinancialsphereofthe
economy,
with their valuable repercussionsin the
real one not to
beunderestimated.Createdamobileassis
tant solution that could workacross
platforms to better servecustomers;

UsingIBMCloudandIBMWatsonAssist
ant,thecompanycreated
anAI-
poweredvirtualassistantthatisdescribeda
sbeing
"smart,secureandalmosthuman"providing

2.JOBS-TO-BE-DONE/PROBLEMS

+Needfor24hourssupport

+Staff's can get

+Quantityofcustmorsarehigh

9.PROBLEMROOTCAUSE

Internetconnectiontothebank'swebsiteanda
telephonelink
tocustomerservice.

Furtherinnovationsinthefinancialindus
try
andnotablyinthehomebankingareahavebee
nstimulatedbythedeclineinthepriceofperso
nalcomputersandtheincreaseintheirpresen
cein
households;thuslayingthefoundationforthev
irtualbank
(also called digital-only and online-only
bank) as a new type of bankinginstitution:
it delivers its
servicesthroughtheInternetorotherformsof
andmerelyexistsincyberspace.

7. BEHAVIOUR

Direct:
Customerusebankingchatb

Indirect
☒ Customerapproachthebankservic
e

3.TRIGGERS

User wants the chatbot to understand the reason,implementingachatbot.

Stop for a second and ask yourself two

questions:"Which problem would the chatbot

solve?""Whatwillexactly achatbot bedoing?"

4.EMOTIONS

Customers are in secure about theirinformation.
Theyarefeelexhausted

10.YOURSOLUTION

->Definethechatbotgoalorgoals

->Defineareasthatthechatbotcantakeover

->Choosechannelsandlanguages

->Listtheintegrations

->Choosetherightchatbotvendororchatbot platform

->Createadetailedchatbotroadmapandproject requirements

->Thinkaboutsecurity

->Createachatbotpersona, designachatbotflow,andalogictree

->StartwithbuildingaPOCorMVP

->Startbuildingthefullversionofthechatbot
 ->Addintegrationsandconnectmust-havetools

8.CHANNELSofBEHAVIOUR

Tobeginwith,itmustbeaccountedforthesignificantimprovements
 in information technologythathavebeentranslatedinto
new means of making banking andfinancialservicesavailable,includingdeliveringthemelectronically:

no surprise that e-financehasincreasinglyexpanded,atarelativelyfastpace, asfinancialinstitutionshavequicklyperceived theriskofbecomingobsoleteifthisevolvingtrendwould notbeendorsed;

acaseinpointhastodo withtheautomatedtellermachine(ATM)